

Plumber

About us

Our mission, vision and values

All our roles in Langstane Housing Association are focused on delivering our mission to “provide homes and services that make a positive difference to peoples’ lives”.

About the role

Department	Property	Location	Aberdeen
Reporting to	DLO supervisor		
Responsible for	This role has no line management responsibilities		

Role purpose

The postholder is responsible for contributing to a multi-disciplinary property team, delivering high-quality repairs, maintenance, and aids and adaptations services in line with the Direct Labour Organisation (DLO) cost and quality standards. The role ensures full compliance with health and safety legislation, regulatory requirements, and industry best practice.

The postholder undertakes a wide range of domestic plumbing works, from responsive repairs and maintenance to planned works and full kitchen and bathroom refurbishments in empty and occupied residential properties. This includes fault finding, repairing leaks and blockages, installing and replacing sanitary ware, taps, valves, pipework and associated plumbing systems, and making good work areas on completion.

The role is accountable for delivering consistently high standards of workmanship across responsive maintenance, void properties, new installations and planned remedial works, ensuring projects are completed efficiently, safely and to a high level of customer satisfaction.

Key accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.

1.	Carry out all types of plumbing works, including responsive repairs, maintenance, remedial works, fault finding, leak detection, sanitary ware repairs and replacement, and refurbishment works in empty and occupied properties.
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2.	Where required, carry out plumbing works associated with pre-planned works such as kitchen and bathroom installations, including first-fix and second-fix plumbing.
3.	Deliver a high quality, right first time, customer focused service.
4.	Where applicable, carry out pre-inspections / measurement surveys for work to determine scope of work / material / plant / transport requirements and work sequencing requirements.
5.	Operate within a scheduled appointment system to deliver plumbing works within agreed timescales. Plan and organise workloads effectively, ensuring the efficient use of time, materials, tools, and allocated resources, while maintaining high standards of plumbing workmanship.
6.	Take full ownership of assigned plumbing tasks, providing clear and timely updates to customers where works cannot be completed on the initial visit. Liaise effectively with the scheduler or supervisor to agree follow-on arrangements, ensuring continuity of service and completion to the required standards.
7.	Be aware of performance indicators relevant to the role and work to ensure that targets are achieved. Participate in all quality / service improvement initiatives aimed at providing service excellence to customers.
8.	Liaise as required with DLO scheduler, customer service advisors, other areas of the business, other DLO operatives or contractors to ensure work is properly coordinated and necessary works are completed.
9.	Maintain and operate an agreed range of stock and equipment within the provided vehicle and ensure there is suitable stock available to achieve right first time targets. Manage materials effectively with regards to minimising waste, choice of specification etc.
10.	Use and maintain all necessary tools, plant and equipment associated with the post and the duties to be undertaken. Power tools and consumables are provided by Langstane but postholder is responsible for using tools safely, storing securely, carrying out regular visual inspections before use, and highlighting any issues with tool condition to the supervisor.
11.	Drive company vehicle in a careful, professional manner and in line with Road Traffic Act 1988. Drivers are to carry out daily van inspections and maintain cleaning of vehicle inside and out routinely.
12.	Use and maintain provided PPE and corporate workwear. Always wear corporate workwear and keep in good condition to a good standard of cleanliness. Corporate workwear will be provided on an agreed frequency.
13.	Undertake individual or corporate training and development as required for your role, participate in toolbox talks, workplace inspections and H&S audits. Highlight any training needs to the DLO supervisor.
14.	Use a company issued PDA / mobile device to carry out the job administration including receiving instructions, accurately completing works orders and general

	communications. Maintain all necessary paperwork in relation to the role including accurately completing timesheets.
15.	Carry out all duties in accordance with relevant risk assessments and method statements and work in a way that minimises risk to yourself, customers and members of the public. Where necessary, carry out dynamic risk assessments before starting work. Report accidents and near misses in accordance with procedures and contribute to accident / near miss investigations to ensure continuous improvement of H&S of the DLO service. Report any H&S concerns to the DLO supervisor immediately.
16.	Carry out alternative duties as and when required including assisting other operatives, attending master key access visits, etc.

About you

Criteria	Essential	Desirable
Qualifications / training / experience	A recognised apprenticeship or qualification in plumbing and heating, such as SVQ / City & Guilds Level 2 or 3 Plumbing, or equivalent relevant time served experience A full UK driving licence is required and must be kept valid at all times. Experience of using tools and equipment related to the trade in compliance with health and safety guidelines Experience of lone working as well as working in occupied properties Experience of delivering excellent customer focussed repairs service	Current construction skills certificate scheme (CSCS) card and knowledge of health and safety legislation Water Regulations / WRAS qualification or relevant training Unvented hot water systems (G3) qualification UKATA asbestos awareness training First aid certificate
Skills / knowledge	Experience covering a wide variety of domestic plumbing repairs and maintenance associated with cyclical works and refurbishment of void and occupied properties Competent user of IT including Microsoft Outlook (emails) and Teams Experience of Reactive Maintenance Proven track record of solving problems and implementing solutions Experience of working in kitchens and bathrooms, including first-fix and second-fix plumbing Working knowledge of the application of Health and Safety legislation Track record of effectively working to deadlines Knowledge of plumbing materials, techniques and practices for all activities commensurate with the post Practical knowledge of COSHH Experience of fault finding and diagnosing plumbing issues	Knowledge of current building regulations and relevant plumbing standards Experience of planned kitchen and bathroom installations Housing association experience

Criteria	Essential	Desirable
Personal qualities / our values	Our values, we: • Value people • Aim high • Are proud of our roots • Rely on teamwork • Are prudent financial managers • Are open and accountable • Move with the times	
Other requirements	Valid driving licence maintained at all times	